

LHD OPEN LINE CALL

August 5, 2008

Meeting Summary: Terri Adams took roll call. Minutes from the previous call (7/22/08) were distributed to the IAP and MCIR e-mail lists. Two photos of the return label boxes from McKesson were sent out. There were no questions or *Comments*.

I. VFC Update

- a. An e-mail regarding new vaccines added to the VFC contract was sent to IAPs, including a HIB allocation spreadsheet. Please make sure everyone reads this e-mail and understands that Pentacel is part of that allocation. Pentacel is available to us, which may result in less ActHIB.
 - i. Q: If you ordered Pentacel, will you still get more ActHIB?
 - ii. A: Pentacel orders will be deducted from the overall HIB allocation, including the ActHIB allocation. You have an allocation of ActHIB and an allocation of Pentacel. Either will deduct from the overall HIB allocation. It won't affect your ActHIB. Refer to the spreadsheet that was sent with e-mail, it contains your total HIB allocation, including how much ActHIB and how much Pentacel you can order.
- b. Clarification Regarding Addresses on Forms: These need to be completed with accurate data every time the order comes in. Please keep the shipping information and delivery days/times the same for both.
- c. In one instance, the LHD ordered general vaccines and when the shipping order went in, they indicated that they did not want the vaccine delivered on Fridays. The next day, the same LHD placed an order for varicella, and that form had indicated that Friday delivery was available. The most current information for the LHD was varicella shipping information, as it was most recently entered into our software. So, the order came in based on the varicella delivery times. Varicella is also now included on this form. MDCH is working hard to try to eliminate the "address issue" which should cut down on everyone's paperwork. We now have 2 order forms:
 - 1) All pediatric vaccines and
 - 2) Adult.
- d. New Vaccines in VFC: An e-mail was sent out listing new vaccines that are available; however, CDC will not have those new vaccines available to us through McKesson until August 11th. New vaccine orders are not being processed right now, but all other vaccines are being ordered and processed. We will submit those orders for the new vaccines once we hear from CDC that McKesson is ready to process orders.
- e. Questions on new vaccines added to VFC program
 - Q: Janet B (BHSJ): Can we obtain transfer/MCIR codes for the new vaccines?

A: Therese H (MDCH): Yes. MCIR has the codes. They are also on CDC website.

Q: Kevin C (MDCH): Since we've had vaccine losses in the past when new combo vaccines came out, should we be holding the new combo vaccines back until they are using what is on-hand (separate antigens) first?

A: Terri A (MDCH): Yes, expiration due to moving to combo vaccines is not acceptable and we will expect payment on those losses.

Q: Roxanne (Kzoo): If the new vaccines can't be ordered until the 11th, and we won't receive them until the end of the month, what should we do about those providers that still have to be transitioned? There are ¼ providers that need to be transitioned still – should we wait until September?

A: Terri (MDCH): Based on the spreadsheet, all providers should be on TOF and LHDs should have ample supply for them. Terri sent a tip sheet on how to integrate Pentacel into offices. LHDs should have ActHIB for the providers until they are ready for Pentacel.

- f. Transfer issues: MCIR will talk about in their update. Programmers are aware of problems and working on a fix. We have heard anecdotal information from field representatives, but if issues don't come to MDCH, they will not be taken to McKesson to be resolved.
- g. When a McKesson box is shipped, MDCH gets this data and it is uploaded into MCIR the very next day. That date won't be on your shipping package/list. MDCH accepts data from McKesson and uploads it as is. We know it might not be correct, but we don't know that for sure, until we hear from you. So, let us know, and then we can correct it.
- h. Some mistakes have been made recently, including wrong expiration dates, incorrect NDC codes, and wrong lot #s. Let MDCH know of these issues, so they can be resolved through McKesson.
- i. VFC Flu: Darcy is working on the flu vaccine orders for VFC. Manufacturers are hoping to get vaccine to CDC as early as possible. Flu will all get shipped directly to the providers, so make sure that everyone in your jurisdiction is aware of this. Flu will come in its own box and will not be mixed with other vaccines.

II. MCIR Update

- a. Currently we have 97 LHDs and 309 private providers on the new system.
- b. A newly revised tip sheet for replacing/borrowed doses has been created.
- c. There has been some confusion that is hopefully cleared up now. The help desk is inundated with calls and trying to help resolve issues. We recognize that it can get pretty frustrating in the field. Sorry for what you've been experiencing this week.
- d. Questions on MCIR:

Q - Sue (Ottawa): Providers are having issues with balancing and transfer issues. Should we step back and try to solve some of the big

problems before putting on new providers? Sue having so many balancing issues it's getting to be very time consuming. The system is very slow. Some offices are taking hours to put a few shots in. Is it a MCIR problem or office system issues?

Q: Theresa (BHSJ): Is this a MCIR problem or an issue within the office? We can't run a report to figure out what the problem is. There is no report to help them see comments. By the time the ending inventory report comes out, it's too late. Providers can't fix the issue if they can't see it. They would like to have a detailed transaction report to review when balancing an inventory

Q: Sue (Ottawa): There should be a split screen. When we have the VFC inventory screen open, we have to close out to see the private screen.

A: Lynn (MCIR, Washtenaw): Individual users are making mistakes by not putting in correct lot #s. Therefore, the system might not be deducting correctly. Providers are not being as precise as we need them to be.

Q: Bea (MDCH): Are there any suggestions on what can we do to improve this?

A: Lynne (MCIR, Washtenaw): Usually she has to go out to the office and look at it one by one in order and then compare it with their system. Initially it just doesn't make sense to them and there aren't a lot of tools out there to help find mistakes. We could spend hours looking for these mistakes.

Q: Therese (MDCH): Do you understand how big those type of reports what be?

A: Theresa (BHSJ): Yes, but they still want it.

Q: Therese (MDCH): Is the physical inventory report being used the way it should be?

A: Sue (Ottawa): Yes, but there are no *Comments* on it and it's very hard to read or follow the transactions.

Q: Dawn (Detroit): We have a problem with clinics as far as adding doses to childhood records, entering the wrong lot #s. We are trying to correct it so you can see the correct lot #. However, in MCIR it has the initial lot # and the wrong one it started in that should be deleted. So, now it's in both places, therefore they can't balance because same kid has 2 lot #s. We are correcting them but inventory is not deducting them.

A: Wendy (MCIR): The transaction doesn't look like it's fixed but it actually is. This has been reported to the MCIR help desk.

A - Sally (MCIR): When provider fixes it, they delete it instead of modifying the changes.

A: Wendy (MCIR): It is fixed, but not showing the extra step, so they don't understand what happened. It doesn't show up as fixed.

- i. *Comment* - Sue (Ottawa) suggested and submitted an enhancement so that when providers balance, they can see everything they are doing.
 - ii. *Comment* - Annie (Detroit, MCIR) reported a bug in MCIR. When deducting from inventory and fixing the doses under the childhood MCIR record, it still keeps the doses on both records. MCIR keeps on deducting.
 - iii. *Comment* – Therese (MDCH): Providers can just put in a *Comment*. You make it balance as an adjustment until it's fixed.
 - iv. *Comment* – Therese (MDCH): Regarding the transfer issue, we apologize for what you've been experiencing this week. Once we get off this call it should be fixed.
- e. How MCIR Operates
- i. How MCIR works now is so different from the earlier versions.
 - ii. The first thing you do is load the child's record or shot with eligibility.
 - iii. Next, you take the lot # and put it into a table to process later. This is what's pulling from your inventory. The table in MCIR is getting lot # and manufacturers that aren't already in the inventory. Kevin is on vacation and he's going to library to fix this. He went in and marked the table for the fix. Just keep processing these VIM records. They have it figured out.
 - iv. Therese (MDCH): "I was on Macomb's system today and reprocessed some of their files. I am not sure if they are processed yet, but I wanted to see if a summary report could be generated. Some are getting huge errors on summary reports. Once Kevin views these errors, he can fix the issues." Therese tested the reprocess link on the Macomb site this morning to see if a summary report would appear, and the report was there. Many sites are getting an Oracle error on their summary report. Gerry was fixing the problem in MCIR and you should not see that error on your reports after this week. Lots that are not pulling from transfer are an issue that has been reported recently. The new transfer process for VIM first adds the vaccine and eligibly in MCIR. The lot and manufacturer is sent to another table where MCIR runs a process to send this data to the inventory module. The problem that has occurred is that MCIR has lot numbers in the VIM transaction table that does not match any lot information in the inventories. MCIR stopped processing the transfers once it encountered one of these lot numbers. Kevin has fixed that and MCIR will just skip over that lot number and move to the next transaction. By the time the call is completed all the lot numbers in the VIM transaction table will have processed and deducted from the appropriate inventories (thank you 😊)

- v. Kevin is loading transactions on the MCIR table. MCIR had 1,000 outstanding errors to process today. The help desk doesn't know how to tell you to fix the issue until the tech team gets to it.
- vi. Q - Roxanne (Kalamazoo): Are we getting VIM transfer reports? We need to see if they are going in ok or not. We received one last week but need one for this week. We didn't receive one yesterday because of the stuff sitting in the file.
- vii. A – Therese (MDCH): Yes, should be.
- viii. Q - Sue (Ottawa): What happened on the 17th that everything was going well and then on the 18th something happened?
- ix. A – Therese (MDCH): DIT installed something on the server that we didn't ask for. Nothing else has happened so they don't really know what happened. Just keep monitoring it for us and let us know.
- x. *Comment* – Bea (MDCH): We know there has been frustration because help desk calls can't always be answered, but please try to follow-up with an email to track the problem, and then we can monitor it. Also, please copy me on the email so I can follow up as well. My e-mail is: SaladaB@michigan.gov.
- xi. *Comment*: Regarding tip sheets, one request was to add screen shots to see visually what is going on. We are planning on adding those. Please send ideas for tip sheets and reports that you would like to Bea. We welcome suggestions and feedback from the field. Please keep in mind that some requests need to be taken care of as soon as possible, and others would just be nice to have.
- xii. Q -Janet (BHSJ): I talked to Bea and inadvertently locked up the VFC side of our inventory (the private side is fine). Now I can't do anything with it, and it is completely frozen. I thought it would just be a matter of waiting until the next day, but it isn't fixed yet.
- xiii. A: Bea: I wasn't aware that this wasn't fixed. I will follow-up on this.
- xiv. Q: Janet (BHSJ): A provider is off on their inventory. The private is balanced but they are off on the VFC and at this point we don't know what to do, but we need to get an order. Should we just manually make it balance? If so, how do we go back and fix it?
- xv. A: Therese (MDCH): This should be added as a loss.
- xvi. Q: Janet (BHSJ): What if we get temperature logs that aren't satisfactory? We talk to them and complete an educational session. Then do we let them order?
- xvii. A: Terri (MDCH): If it's out of range, it might be a vaccine loss. If it is a technical error, recording error, etc, then perform an educational session and consider having them submit temperature logs more frequently.
- xviii. Q: Lisa (Macomb): Regarding the transfer problem, was this something that came from McKesson or from MDCH?

- xix. **A:** Therese (MDCH): In the last week, it was just all the transfers that came in. Macomb is actually getting an error that is an MDCH problem.

III. CDC Update

- a. All 64 grantees (states) are on live with McKesson.

IV. Sharing of Best Practices

- a. Terri (MDCH): Ottawa received a flower arrangement from a private provider group in recognition of all the work involved in getting their new VIM system up and running.
- b. Roxanne (Kalamazoo): As a suggestion, providers that have been transitioned are recommending a physical inventory after one week of being transitioned. That way they don't have to wait until the end of the month to find errors that may not be able to be easily resolved.

V. Next Call: Tuesday, August 19, 2008 at 9:00 a.m.